

Community Services Committee**Thursday, 14th March, 2024 at 7.30 pm****Council Chamber, Council Offices, Station Road East, Oxted****Agenda****Members of the Community Services Committee**

Councillor Jackie Wren (Chair)	Councillor Deb Shiner (Vice-Chair)
Councillor Helen Bilton	Councillor Bryan Black
Councillor Mike Crane	Councillor David Lee
Councillor Carole North	Councillor Taylor O'Driscoll
Councillor Anna Patel	Councillor Chris Pinard
Councillor Lewis Sharp	Councillor Helena Windsor

Substitute Members

Councillor Jenny Gaffney	Councillor Katie Montgomery
Councillor Judy Moore	Councillor Lesley Steeds

If a member of the Committee is unable to attend the meeting, they should notify Democratic Services. If a Member of the Council, who is not a member of the Committee, would like to attend the meeting, please let Democratic Services know by no later than noon on the day of the meeting.

If any clarification about any item of business is needed, contact should be made with officers before the meeting. Reports contain authors' names and contact details.

David Ford

Chief Executive**Information for the public**

This meeting will be held in the Council Chamber, Council Offices, Oxted and the public are welcome to attend. Doors for the Council Offices will open 15 minutes before the start of the meeting.



The meeting will also be broadcast online at tinyurl.com/webcastTDC. In attending this meeting, you are accepting that you may be filmed and consent to the live stream being broadcast online and available for others to view.



Information about the terms of reference and membership of this Committee are available in the Council's Constitution available from tinyurl.com/howTDCisrun. The website also provides copies of agendas, reports and minutes.



Details of reports that will be considered at upcoming Committee meetings are published on the Council's Committee Forward Plan. You can view the latest plan at tinyurl.com/TDCforwardplan.

AGENDA

1. Apologies for absence (if any)

2. Declarations of interest

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter:

- (i) any Disclosable Pecuniary Interests (DPIs) and / or
- (ii) other interests arising under the Code of Conduct

in respect of any item(s) of business being considered at the meeting. Anyone with a DPI must, unless a dispensation has been granted, withdraw from the meeting during consideration of the relevant item of business. If in doubt, advice should be sought from the Monitoring Officer or her staff prior to the meeting.

3. Minutes of the meeting held on 16 January 2024 (Pages 5 - 8)

To confirm as a correct record.

4. To deal with questions submitted under Standing Order 30

Questions must be sent via email or in writing to Democratic Services by 5pm on [2 working days before the meeting] and comply with all other aspects of Standing Order 30 of the Council's Constitution.

5. Quarter 3 2023/24 Budget Monitoring - Community Services Committee (Pages 9 - 22)

6. Quarter 3 2023/24 Key Performance Indicators - Community Services Committee (Pages 23 - 32)

7. Any other business which, in the opinion of the Chair, should be considered as a matter of urgency

To consider any other item(s) which, in the opinion of the Chair, should be considered as a matter of urgency – Local Government Act 1972, Section 100B(4)(b).

8. To Consider passing the following resolution to exclude the press and public

That members of the press and public be excluded from the meeting for agenda items 13 and 14 under Section 100A (4) of the Local Government Act 1972 (as amended) on the grounds that:

- i) they involve the likely disclosure of exempt information as defined in Paragraph 3 (information relating to the financial or business affairs of any particular person (including the authority holding that information)) of Part 1 of Schedule 12A of the Act; and
- ii) for the items the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

9. Grounds Maintenance Update - March 2024 (Pages 33 - 48)

TANDRIDGE DISTRICT COUNCIL

COMMUNITY SERVICES COMMITTEE

Minutes and report to Council of the meeting of the Committee held in the Council Chamber, Council Offices, Station Road East, Oxted on the 16 January 2024 at 7:30pm.

PRESENT: Councillors Wren (Chair), Shiner (Vice-Chair), Black, Crane, Lee, Sharp, Windsor and Gaffney (Substitute) (In place of Bilton)

PRESENT (Virtually): Councillors North, O'Driscoll and Pinard

ALSO PRESENT: Councillors Allen, Gray and Pursehouse

ALSO PRESENT (Virtually): Councillors Chris Farr and Sue Farr

APOLOGIES FOR ABSENCE: Councillors Bilton

206. MINUTES OF THE MEETING HELD ON 9 NOVEMBER 2023

The minutes were confirmed and signed as a correct record.

207. ONGOING MANAGEMENT OF GREAT FARLEIGH GREEN

The Committee received a report in relation to the ongoing management of Great Farleigh Green. Under officer delegated powers, the Council served notice to the landowner, Merton College, to terminate its lease, effective 29 September 2023. This had been to reduce costs and risks to the Council. Ward Members and Parish Councillors have since lobbied for the Council to continue management and maintenance of Great Farleigh Green. Officers had, in discussion with ward councillors and Parish Councillors, developed some future management options which were set out in the report. The report invited the Committee to decide whether the Council should be involved in the ongoing management of Great Farleigh Green and, if so, what the nature of that involvement should be.

Councillor Neil Chambers, a Member of Chelsham & Farleigh Parish Council, addressed the Committee (as permitted under Standing Order 31). Councillor Chambers explained that the land was of great value to the local community and there had been concern about the future of the land when the District Council had given notice to terminate the lease. The Parish Council was unable to maintain the land without support, but was prepared to make a contribution of £2,000 per annum, a tenth of the Parish Council's precept, for a five year period. This would be matched by Warlingham Parish Council, and Merton College was considering a contribution of £2,830. Annual surpluses would be carried over to deal with contingencies. The Parish Council favoured the formation of a simple commons association, and urged the Committee to agree that the District Council make a financial contribution alongside the other organisations.

During the debate, Members made the following comments:

- That the land was of national and regional importance with very rare species growing on it, and that it should be looked after locally. If there was no agreement, Merton College may seek a third party to maintain it.

- It was pleasing that the Parish Councils were willing to contribute to the cost. This indicated that the land mattered to the community. The Parish Council had paid for the land to be banded several years before in order to protect it from traveller infringement.

Officers provided the following explanations throughout the debate:

- If the Council were to pursue option 5, a new lease, the Council would be fully responsible for the maintenance of the land and managing risk issues.
- The cost for maintenance of the land was estimated to be £11.3k. That did not include costs for maintaining trees or managing other risks.
- There was some disagreement from the residents about how the land should be maintained, particularly around mowing, but it was not felt this was insurmountable.
- Whoever maintained the land would have the same legal powers to remove travellers.

Councillor Lee, seconded by Councillor Gaffney, proposed the following motion:

This Committee believes Tandridge District Council has a duty to play its role in protecting the future of Farleigh Common. The Committee instruct the officers to work on options 4 and 5, of the report, and prepare a report on the outcome of the negotiations at the earliest convenience.

Councillor Crane, seconded by Councillor Shiner, proposed an amendment to the motion to remove option 5.

Upon being put to the vote, the amendment was not agreed.

RESOLVED – that this Committee believes Tandridge District Council has a duty to play its role in protecting the future of Farleigh Common. The Committee instruct the officers to work on options 4 and 5, of the report, and prepare a report on the outcome of the negotiations at the earliest convenience.

208. HACKNEY CARRIAGE AND PRIVATE HIRE TRADES LICENSING POLICY - FOR APPROVAL

The Committee received a report recommending the approval of a proposed Private Hire Trades Licensing Policy. This followed the publication of the Statutory Taxi & Private Hire Vehicle Standards by the Department for Transport which required licensing authorities to review their licensing policies in respect of Hackney Carriage and Private Hire licensing.

The new policy would incorporate all existing policies and additional requirements placed on licensing authorities within the Statutory Standards.

The policy had been the subject of a consultation, with only minor amendments requested. In the main, these had been incorporated into the proposed policy.

Members were pleased that variances between the Council's policies and the Department for Transport recommendations would be resolved through the adoption of this policy.

RESOLVED – that the Committee approve the proposed Private Hire Trades Licensing Policy and determine the implementation date as 1st April 2024.

209. COMMUNITY SERVICES COMMITTEE – 2024/25 PROPOSED GENERAL FUND BUDGET AND MEDIUM TERM FINANCIAL STRATEGY

A proposed 2024/25 revenue budget and capital programme for the Community Services Committee was presented as part of the overall Council's budget. The overall budget would be presented to the Strategy & Resources Committee on 30 January and Full Council on 8 February. The budget had been proposed in line with principles set out in paragraph 1.6 of the report, including a balanced revenue budget without a call on general fund reserves.

The report set out a proposed revenue budget of £4.574m for 2024/25. This included tactical savings of £208k, which were part of the overall Council proposed savings of £0.6m, and pressures of £221k. Whilst appendix B of the report showed a £39k reduction in the Committee's budget, distribution of the Council's pay award, once agreed, would result in an increase in the Committee's budget.

The report also set out proposed Fees and Charges for 2024/25 and a capital programme of £1.4m.

In response to questions from Members, Officers explained that:

- the inflation pressures for 2024/25 stated in Appendix A to the report followed a review of the Biffa contract. Pressures listed for 2025/26 and 2026/27 were indicative placeholders, and would be reviewed as part of the budget setting process for those years.
- parking charges were last increased in 2023/24. The increase was 10% for most charges but these had not been implemented due to disruption to parking enforcement as a result of Surrey County Council withdrawing the agency agreement. It was planned that these be implemented this year.
- the Council gave a grant of £19k to the East Surrey Domestic Abuse Service for the administration of the IRIS programme which trained local GPs on awareness of domestic abuse. The Council used a national grant to fund this was looking for alternative funding with partners.
- the proposed Capital Programme contained slippage from previous years. The slippage had been as a result of capacity issues. The Council had recruited a project manager to manage the Capital Programme and oversee the delivery of the projects within in.

RESOLVED – that:

- A. the Community Services Committee's proposed Revenue Budget for 2024/25 of £4.574m, as shown in Appendix A to the report, taking account of pressures and savings allocated to the Committee, be agreed, and it be noted that further allocations will be made to distribute an amount equal to increments and the agreed Council pay award, subject to approval by Strategy & Resources Committee and Full Council;
- B. the Community Services Committee's Fees and Charges for 2024/25 as shown in Appendix C to the report, be agreed.

- C. the Community Services Committee's Capital Programme for 2024/25 being the sum of £1.4m, as shown in Appendix D to the report, be agreed, subject to approval by Strategy & Resources Committee and Full Council.
- D. the Subjective Revenue Budgets, in Appendix B to the report, setting out movements from 2023/24 to 2024/25 and an estimated movement to 2025/26, be noted.

210. ANY OTHER BUSINESS WHICH, IN THE OPINION OF THE CHAIR, SHOULD BE CONSIDERED AS A MATTER OF URGENCY

The Chair provided an update on the Council's commitment to encourage responsible dog ownership. The Council was planning to launch a scheme called Green Dog Walkers, which had been adopted by over 40 councils across the country. It offered a proven, non-confrontational and friendly way to change attitudes about dog fouling and encouraged responsible dog ownership. The scheme would be launched in the Spring.

Rising 9.06 pm

Quarter 3 2023/24 Budget Monitoring - Community Services Committee

Community Services Committee Thursday, 14 March 2024

Report of: Director of Resources (Section 151)

Purpose: To note the 2023/24 Quarter 3 / Month 9 (December) financial position of the Committee and take associated decisions.

Publication status: Unrestricted

Wards affected: All

Executive summary:

This report presents the 2023/24 Quarter 3 / Month 9 (December) financial position of both Revenue and Capital for the Committee.

This report supports the Council's priority of: Building a better Council/
Creating the homes, infrastructure and environment we need / supporting
economic recovery in Tandridge/ Becoming a greener, more sustainable District

Contact officer Mark Hak-Sanders, Director of Resources (S151)
mhaksanders@tandridge.gov.uk

Recommendation to Committee:

That the Committee's forecast Revenue and Capital budget positions as at Quarter 3 / M9 (December) 2023/24 be noted.

Reason for recommendation:

The Council has a duty to ensure that its expenditure does not exceed resources available. The medium-term financial outlook remains uncertain and so the

Council must continue to take steps towards growing its financial resilience, including building reserves to a sustainable level.

It is essential, as a matter of prudence that the financial position continues to be closely monitored. In particular, Members must satisfy themselves that sufficient mechanisms are in place to ensure both that the revenue budget is delivered, and that any new expenditure is contained within the available resources.

Finance have committed to bringing quarterly financial monitoring updates to each Committee to ensure that all Members are aware of the financial position of the services within their remit, as context for decisions needed to mitigate any variance to budget and in terms of the effect on the approved budget for 2024/25.

The consolidated position for quarter 3 will be reported to Strategy & Resources Committee on the 26th March 2024.

Introduction and background

- 1 The 2023/24 Community Services revenue budget was proposed at £4,560k on 17th January 2023 and approved by Full Council on the 9th February 2023. This has since been increased by £53k to distribute an amount held corporately for the 2023/24 pay award, bringing the total budget to £4,613k.
- 2 The Capital Programme for 2023/24 was approved at £990k on 17th January 2023. Carry forwards of £1,087k were approved at S&R Committee on 29th June 2023 to increase the available budget to £2,077k. Rephasing of the Capital Programme was approved at the S&R Committee on 28th September 2023 to re-set the budget required to £1,740k.

Key implications

Revenue

- 3 At Month 9 a full-year revenue underspend of (£85k) is forecast. The change from Month 6 is an improvement of (£26k). The main reasons for the variances are set out below:
 - (£48k) Salaries – No Change in quarter: underspend due to (£12k) vacancies in Waste Services and (£38k) underspend in Handyman Services. The Handyman Service is being realigned with the Housing contract for Disabled Facility Grant and Aids and Adaption. The contract has now been retendered and let out . The new contract which starts in April 2024 includes the Handyman Service. In the current financial year the existing contract has been extended to include the Handyman Service. It should be noted that in outsourcing the Handyman Service there is a net saving to Community Services

Committee of (£16k). This consists of (£38k) salary saving, offset by £22k of contract costs as set out below.

- (£23k) Leisure & Community Services Grants - change (£4k) improvement from Q2: due to a contingency budget no longer needed.
- (£29k) Environmental Services - change (£2k) improvement from Q2: (£36k) saving for 1FTE post being vacant. The team expect that this post will be filled shortly. £7k less income from various licences.
- (£50k) Waste Services - change (£33k) improvement from Q2: due to (£27k) savings from Bring Banks, (£12k) wheelie bins sales offset by £16k lower garden waste income, £12k lower Bulky waste income, additional costs of £12k for garden waste admin, £4k collection of medical waste and £1k other small variances.
- £11k Cesspool Services – change (£4k) improvement from Q2: due to income down by £32k offset by (£15k) savings in disposal costs and (£6k) compensation for lease vehicle being off the road.
- £30k All Operational Services – change £3k from Q2: due to £7k reduced quantities of scrap metal income, £16k recharges of costs of mechanic (post vacant since July23), £22k increase in costs - Handyman changes in services delivery from in-house to outsourcing model, offset by (£14k) increased cemetery fees.
- £26k Parks & Open Spaces - change £23k from Q2: due to (£1k) savings re NNDR no longer due on toilets, (£9k) additional income, (£24k) release from unauthorised encampment budget, (£6k) leased vehicle budget not required, offset by £4k unachievable budget for rent and wayleaves and new in month £56k for preliminary costs in mobilising new GM agreements.

Capital

- 4 The Committee's current capital budget is set at £1,740k. This is derived from the original budget of £990k, plus carry forwards of £1,087k from previous years, less £337k of re-phasing reported and approved in the September Committee cycle.
- 5 Against the revised budget of £1,740k, the Community Services Committee capital forecast at Q3 has been reviewed and reforecast to £827k. The (£257k) change from Q2 is further slippage of (£295k) in Children Playgrounds and Public Conveniences, offset by £38k acceleration in Vehicle Fleet renewals. The Q3 variance of (£913k) is due to-
 - £75k Waste and Recycling – acceleration for waste bins. Further work has been carried out by the Waste team, which has concluded that there will be more spend than was forecast at Q1.
 - (£642k) Parks, Playgrounds and Open Spaces – slippage. This amount will be reprofiled into the 2024/25 capital budget subject to Committee approval at outturn. The slippage is broken down into the schemes below-
 - i. (£495k) – Childrens Playgrounds
 - ii. (£105k) – Park Pavilions

- iii. (£42k) – Playground Match Funding
 - (£346k) Community Infrastructure and Assets, which all relates to Public Convenience Schemes with the intention to progress Godstone and Ellice Road in this financial year.
- 6 Spend across the capital programme for Community Services stands at £134k / 16% at Q3, indicating that capital spend will need accelerate to avoid a significant risk that the full capital budget will not be achieved. It should be noted that to enable the delivery of Community Services Capital programmes, particularly in Playgrounds and Public Conveniences. there are plans to recruit an interim resource to help manage the programmes.

Comments of the Chief Finance Officer

The Section 151 Officer confirms the financial information presented in this report has been based on reasonable working assumptions taking into account all material, financial and business issues and risks. The key financial implications at this stage are captured in the body of the report.

Comments of the Head of Legal Services

It is essential, as a matter of prudence, that the financial position of services continues to be closely monitored. In particular, Members must satisfy themselves that sufficient mechanisms are in place to ensure both that savings are delivered and that new expenditure is contained within the available resources. Accordingly, any proposals put forward must identify the realistic measures and mechanisms to produce those savings.

Under S28 of the Local Government Act 2003, a local authority must review its budget calculations from time to time during the financial year and take appropriate action if there is any deterioration in its budget. This report satisfies this statutory requirement.

Equality

There are no equality implications associated with this report.

Climate change

There are no significant environmental / sustainability implications associated with this report.

Appendices

Appendix A – Committee’s M9 (December) 2023 Financial Report and supporting data.

Background papers

- Community Services Committee 23/24 draft budget, Medium-Term Financial Strategy and capital programme – 17th January 2023
- 2023/24 final budget, MTFS and capital programme - Strategy and Resources Committee 31st January 2023
- 2023/24 final budget, MTFS and Capital programme – Full Council 9th February 2023.
- 2023/24 Budget – Outturn Report – Strategy and Resources Committee 29th June 2023
- Quarter 1 2023/24 Budget Monitoring – Community Services Committee 19th September 2023
- Quarter 2 2023/24 Budget Monitoring – Community Services Committee 9th November 2023

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Appendix A

Quarter 3 / Month 9 (December 2023) Financial Report – Community Services Committee

Page 13

Mark Hak-Sanders
Director of Resources(S151)

March 2024

Contents

- Revenue Budget
- Saving Plans Update
- Revenue Risks
- Revenue Opportunities
- Capital Position

Page 14

Revenue Budget - Community Services

Community Services: (£85k)

Underspend – Change (£26k)

from Q2, mainly due to :-

(£48k) Salaries underspend – No change from Q2. Variance due to £10k overachieved vacancy factor in Waste Services, and (£38k) underspend in Handyman Services (offset in Ops Services by £22k new contract costs), as service being realigned with the Housing contract for DFG and Aids and Adaptions. (Note Handyman Service delivery model change has led to a net saving to CS of £16k).

2022/23	Forecast	Annual	Outturn	Change	One-off	Ongoing
Outturn	Qtr 3	Budget	Variance	from Qtr2	events	Pressures
£k	£k	£k	£k	£k	£k	£k
1,206 Salaries	1,250	1,298	(48)	0	(10)	(38)
(31) Car Parking-On Street	0	0	0	0		
30 Car Parking-Off Street	37	40	(3)	(4)		(3)
(19) Hackney Carriage/Private Hire	(15)	(19)	4	4	3	1
201 Leisure & Community Grants	237	260	(23)	(4)		(23)
290 Environmental Services	282	311	(29)	2	(35)	6
2,245 Waste Services	2,275	2,325	(50)	(33)		(50)
(36) Cesspool Services	(48)	(59)	11	(4)	(7)	18
(199) All Operational Services	(100)	(130)	30	3	(14)	44
400 Parks and Open Spaces	608	582	26	23	(26)	52
69 Streets & Public Conveniences	2	5	(3)	(13)	8	(11)
4,156 Community Services	4,528	4,613	(85)	(26)	(81)	(4)

(£3k) Car Parking Off-street – Change (£4k) from Q2: due to reduced income of £4k in car parks excluding Ellice Road, (£16k) release surplus budget on Business Rates offset by increased costs of broadband and data charges £6k and cash collection costs £3k for the car parks.

£4k Hackney Carriages – Change £4k from Q2: due to decrease in fees as volumes have decreased.

(£23k) Leisure & Community Grants – Change (£4k) from Q2: due to savings on a contingency budget no longer needed.

(£29k) Environmental Services – Change (£2k) from Q2: due to (£36k) saving for 1 FTE vacant, expected to fill in February / March 2024 and £7k less income from various licences.

(£50k) Waste Services underspend, - Change (£33k) from Q2: due to (£27k) savings from Bring Banks, (£12k) wheelie bins sales offset by £16k lower garden waste income, £12k lower Bulky waste income, additional costs of £12k for garden waste admin, £4k collection of medical waste and £1k other small variances.

£11k Cesspool Services – Change (£4k) from Q2: due to income down by £32k offset by (£15k) savings in disposal costs and (£6k) compensation for lease vehicle being off the road.

£30k All Operational Services – Change £3k from Q2: due to £7k reduced quantities of scrap metal income, £16k recharges of costs of mechanic (post vacant since July23), £22k increase in costs - Handyman changes in services delivery from in-house to outsourcing model, offset by (£14k) increased cemetery fees.

£26k Parks & Open Spaces – Change £23k from Q2: due to (£1k) savings re NNDR no longer due on toilets, (£9k) additional income, (£24k) release from unauthorised encampment budget, (£6k) leased vehicle budget not required, offset by £4k unachievable budget for rent and wayleaves and new in month £56k for preliminary costs in mobilising new GM agreements.

(£3k) Streets & Public Conveniences underspend, - Change (£13k) from Q2: due to (£6k) savings for property charges now exempt, (£10k) savings on water charges, (£2k) savings road tax, (£3k) Cesspool budget no longer required. Offset by additional £15k costs of repair of sweeper, increased diesel costs £4k and £5k unachievable third-party income.

Revenue Risks - Community Services

Committee	Outline of Risk	Mitigation	Range Max - Min £k
Community Services	Trees - Throughout the District Ash dieback continues to be a potential risk. Also trees near railway lines will cost more to manage as specialist contractors have to be engaged and also potentially railway line closure, speed restrictions and H&S issues may become a bigger issue.	Ensuring tree management is programmed to be flexible enough to allow any arising risks to be dealt with in a timely basis.	

Revenue Opportunities - Community Services

Committee	Outline of Opportunity	Any blockers to achievability	Range Max - Min £k
Community Services	Waste and Garden waste contract indexation rate used in the Budget 2023/24 may now not be as high as anticipated. If this happened then the Council would incur less costs on both the Waste and Garden waste contracts.	The UK inflation rates stay high and drive up the cost of living.	

Savings Tracker - Community Services

Committee	Target	Complete	Green	Amber	Red	Black
Community Srvcs	388	198	164	0	0	26
Total	388	198	164	0	0	26

Target
Achieved
Plans in place
Some risks to delivery
Significant risk
Not achieved

- The Community Services Committee budget includes a savings target of £388k.
- Of this:
 - £198k has been achieved
 - £26k has not been achieved
- The £26k (£16k+£10k) which has not been achieved relates to savings in Regulatory Services improved productivity and standardisation of TDC and MV (Mole Valley) websites. The FTP reviews are still in an early stage of development and any savings are now likely to be next financial year. It is expected that the majority of the saving can be ultimately delivered.
- Detail of the 2023/24 savings plan for this Committee is set out below:

Page 18 of 18

Savings Title	Total Target saving (2023/24)	Complete	Green	Amber	Red	Black
Ops: Redesign and remodelling	148		148			
Ops: Redesign and remodelling, Integrated	17		17			
Ops: Localities Restructure	34	34				
Ops: Based on assumption of launch of ne	41	41				
Coms&P/Ships: Reduce Westway funding	50	50				
Waste: Bring sites	50	50				
Waste: Increase Garden Waste chgs	23	23				
Reg Servs: Productivity Improvements	16					16
Reg Servs: Standard approach to websites	10					10
Total	388	198	164	0	0	26

Capital Budget - Community Services

Service	Annual Budget 2023-24 £k	Forecast M9 2023/24 £k	Variance M9 2023/24 £k	Nature of Variance		Change from Q2 to Q3 £
				Variance Overspend/ (Underspend) £k	Variance Acceleration/ (Slippage) £k	
Community Services						
Waste and Recycling	19	93	75	0	75	(0)
Parks, Playgrounds and Open Spaces	1,086	444	(642)	0	(642)	(61)
Community infrastructure and assets	635	289	(346)	0	(346)	(196)
Total Community Services	1,740	827	(913)	0	(913)	(257)

- The Capital Budget was approved by Full Council on 9th February 2023 at £990k.
- The request for Capital carry forwards of £1,087k from 2022/23 was approved in the S&R Committee on 29th June 2023, with a revised phasing reported during the September 2023 committee cycle.
- At Q1, reported to Committee in September, the total capital requirement for 2023/24 was re-set at £1,740k with £337k carried forward to 2024/25.
- At Q3, the total capital forecast is £827k. The variance of (£913k) is due to below:-
 - £75k – Acceleration for Waste Bins. Further work has established the previous reprofiling was too restrictive.
 - (£642k). Slippage on Parks, Playgrounds and Open Spaces. All of the slippage amounts sums removed are to be reprofiled into 2024/25. The slippages are broken down into schemes below-
 - (£495k) - Childrens Playgrounds.
 - (£105k) - Park Pavilions.
 - (£42k) - Playground Match Funding.
 - (£346k) Community Infrastructure and assets, (£384k) slippage relates to Public Conveniences and £38k acceleration Vehicle Fleet Renewals for the purchase of a new Sweeper.
- The change from Q2 is (£257k) due to further slippage (£61k) Children Playgrounds and (£234k) Public Conveniences. Offset by £38k acceleration Vehicle Fleet Renewals.
- It should be noted that an interim resource has now been recruited and will start in April 2024. The resource will help with managing the capital spend particular in Playgrounds and Public Conveniences.
- Spend across the Committee's schemes is c.£134k (16%) at Q3.

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Quarter 3 2023/2024 Performance Report and Risk Register

Community Services Committee – 14th March 2024

Report of: Head of Environment and Head of Communities and Partnerships

Purpose: For information

Publication status: Open

Wards affected: All

Executive summary:

The appendix to this report contains data on the Committee's key performance indicators for quarter 3 2023-2024, to enable Members to monitor how the Council is delivering services.

This report supports the Council's priority of: Building a better Council

Contact Officer

Simon Mander, Head of Operations and Contracts, smander@tandridge.gov.uk

Julie Porter, Head of Communities and Partnerships, jporter@tanridge.gov.uk

Recommendation to Committee:

- A) To review and note the most critical Quarter 3 2023-2024 performance indicators for this Committee.
 - B) To review and note the most critical risks for this Committee.
-

Reason for recommendation:

To support the Committee to monitor and manage its performance.

Introduction and background

1. The performance report for quarter 3 for Operational Services, Waste and Community Safety is at Appendix A.

2. Defra released the 2022/23 performance data for recycling for local authorities across England. In terms of recycling performance the Council is the 11th best collection authority. There was a 2.1% drop in recycling tonnages collected and this is a general trend across the top performers as tonnages collected are down since the lockdowns of 2021/22. We are 2nd in Surrey behind Surrey Heath.
3. In terms of residual waste collected we are 31st best collection authority in terms of least rubbish collected. The amount of residual collected has dropped by 8.9kgs per household (-2.45%). Again, the trend is for less residual waste collected in 2022/23 for the same reasons above. We remain 3rd in Surrey behind Surrey Heath and Waverley.
4. The performance indicator for Street Cleansing is again off target for this quarter.
5. The service faces the similar challenges as outlined in the previous report though two agency staff have recently started.
6. The order for a new mechanical sweeper has been placed with anticipated delivery in early 2024/25. This vehicle will help with reliability, reduced maintenance costs and better fuel efficiency. However, it will not be able to cover the work previously been done by the two mechanical sweepers.
7. In Quarter 3 the number of safeguarding cases reported to Committee increased from 15 to 17. The largest reason was self-neglect. The safeguarding lead officer working group is looking at additional ways to support staff to handle these reports, which include:
 - Promoting the Mental Health First Aiders across the Council. Both the Wellbeing Prescription team and a group of officers who nominated themselves as Mental health first aiders have all completed the Mental Health First Aid refresher training. These officers are able to support staff and signpost them to the correct services.
 - A mental health workshop is due to take place in March with partners from Health, Police, TDC housing and the wellbeing prescription team to help address some of the issues officers are facing with accessing mental health services.
8. In September a Surrey Safeguarding Adults Board annual quality assurance assessment was completed. The feedback from this assessment will be available in Quarter 4. A Section 11 - Surrey Safeguarding Children's board assessment is due to be completed by June 2024. Officers are currently working on gathering evidence for this assessment.
9. As part of the Anti-Social Behaviour project officers have been working with colleagues across the organisation to scope the requirements for a digital ASB reporting system. It is hoped this system will go live in 2024/25. Once this system is in place and the ASB policy is signed off the Council will be able to report the number of ASB cases it receives on a quarterly basis and identify any trends or hotspots.

10. The risk register can be found at Appendix B.
11. The most significant risk is around the tree management regime and dealing with Ash die back across the District.
12. The recruitment for a new tree and woodland officer has commenced and it is hoped that if the recruitment is successful, they would be able to start in May 2024. If the recruitment is not successful, the option will be to look at interims covering the work, which is more expensive, whilst a review of the recruitment is undertaken.

Key implications

Comments of the Chief Finance Officer

There are no direct finance implications arising from this report, however the Quarter 3 Financial update report to this Committee flags the potential financial risks relating to tree management.

Comments of the Head of Legal Services

As this report is for noting, there are no direct legal implications arising from this report.

Equality

This report holds no proposals that would disadvantage any minority groups.

Climate change

This report holds no proposals that would impact on the Council's commitment to Climate Change.

Appendices

- Appendix A: Performance indicators
- Appendix B: Risk register

Background papers

None.

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Appendix A - Quarter 3 Performance Indicators

Operational services				
Indicator	Target	Quarter 1 2023-2024	Quarter 2 2023-2024	Quarter 3 2023-2024
		1 Apr 23 - 30 June 23	1 July 23 - 30 Sept 23	1 Oct 23 - 31 Dec 23
Number of refuse missed bins out of 100,000 collections per week (lower outturn is better)	40	April - 35 May - 20 June - 39	July - 26 August - 31 September - 21	October - 14 November - 31 December - 34
Number of recycling missed bins out of 100,000 collections per week (lower outturn is better)	40	April - 23 May - 30 June - 32	July - 20 August - 14 September - 26	October - 13 November - 21 December - 23
Number of food waste missed bins out of 100,000 collections per week (lower outturn is better) - New from Q1 20/21	40	April - 26 May - 31 June - 40	July - 32 August - 36 September - 28	October - 22 November - 32 December - 32
Percentage of household waste that is sent for reuse, recycling or composting	Data only - 2022/23 unaudited outturn	Q1 23/24 - 60.3%	Q2 23/24 - 59.3%	Not available until April 24
Percentage of roads, footpaths and public open spaces, which are TDC's responsibility which meet the environment cleanliness standard	95%	April - June 92%	July - September - 90%	October - December - 90%
Average time to remove fly-tips (working days)	2 working days	1.5 days	1.5 days	1.5 days
Number of fly-tipping cases in Tandridge District per month	Data only	April - 74 May - 70 June - 71 = 215	July - 70 Aug - 81 Sept - 78 = 229	Oct - 92 Nov - 86 Dec - 64 = 242
Number of fly tipping enforcement actions	Data only	April - 6 May - 7 June - 8 = 21	July - 17 Aug - 6 Sept - 0 = 23	Oct - 29 Nov - 21 Dec - 39 = 89

% of toilets open		April - 80.5% May - 80.5% June - 80.5%	July - 80.5% August - 80.5% September - 80.5%	October - December - 91%
% of playgrounds partially closed		April - 8% May - 8% June - 8%	July - 11% August - 11% September - 11%	Oct - 0% Nov - 0% Dec - 0%
% of playgrounds fully closed		April - 0% May - 0% June - 0%	July - 0% August - 0% September - 0%	Oct - 3% Nov - 3% Dec - 3%
Kilograms of residual household waste collected per household	Data Only - 2022/23 outturn 356.23kgs	Q1 94.71kgs	Q2 87.46kgs	Q3 2023/24 data not available until end of April 2024

Communities and Partnerships

Indicator	Target	Quarter 1 2023-2024	Quarter 2 2023-2024	Quarter 3 2023-2024
		1 Apr 23 - 30 June 23	1 July 23 - 30 Sept 23	1 Oct 23 - 31 Dec 23
The number of ASB cases reported to the Council	Data only Operational data for EMT	Not currently able to report on this	Not currently able to report on this	Not currently able to report on this
The number of ASB Case Reviews (previously called Community Triggers)	Data only Operational data for EMT	0	0	0
The number of cases nominated to CHARM (Community Harm and Risk Management) per quarter.	Data only Operational data for EMT	7	4	6
The number of safeguarding cases we have handled per quarter		9	15	17

Community Services Risk Register

Ref:	Risk cause and event	Risk consequences	Risk Owner	L	I	RAG	Mitigating actions and responsibility	Status update	On corporate risk register
CS1	Inability to carry out waste collection service in line with the performance management framework. Strike action becoming more common in the industry due to current economic climate	Waste left on the street. Environmental impact. Poor reputation for Council. No alternative for residents.	Head of Environment Simon Mander	3	3	9	<p>A plan has been produced to prioritise the different types of waste collected to ensure any which may impact public health are collected first, if there is not enough staff, or other impact to the service.</p> <p>Process in place for Biffa to provide updates when staff absent levels are likely to impact on service delivery.</p>	<p>Priority of collections has been reviewed and is still fit for purpose.</p> <p>Officers are in regular contact with the Biffa contract manager regarding any staffing issues or any changes which may impact service delivery.</p>	No
CS2	Loss of Goods Vehicle Operating Licence at the depot (due to lack of resilience)	Inability to carry out cess pool services impacting on public health. Reputational impact.	Head of Environment Simon Mander	3	3	9	<p>An external company has carried out an audit and identified areas for improvement.</p> <p>An interim Transport Manager has been appointed.</p>	Risk reviewed and risk decreased.	No

CS3	Delays in monitoring council owned trees and impact of Ash dieback creates greater risk of tree falls	<p>Risk to life if procedures are not followed.</p> <p>Reputation of the Council if there are any injuries or fatalities.</p> <p>Legal implications if Council does not meet statutory obligations under the Civil Contingencies act.</p> <p>Financial implications due to damage to property / persons.</p>	Head of Environment Simon Mander	3	4	12	<p>The Council has a qualified tree officer.</p> <p>The Council has a Tree Management Plan which sets out which sets out the inspection regime according to high, medium, and low criteria depending on where the trees are situated. There is a planned monitoring schedule for site inspections based on their risk score.</p> <p>Actions to take The Council needs to produce woodland management plans and manage the ash dieback removal project.</p>	<p>The Council has struggled with the continuous employment of a Tree Officer, which has led to fewer inspections, resulting in a backlog of inspections. This has been challenging to catch up on.</p> <p>Currently there are 22 high risk sites overdue their inspection. Officers will complete this as soon as is feasibly possible.</p> <p>The planned three yearly HRA tree inspection programme has been delivered.</p> <p>Work to commission woodland management consultants to produce the woodland management for the woodland estate will continue.</p>	Yes
CS4	The Council's ability to respond to a major incident	<p>Reputation of the Council.</p> <p>Legal implications if the Council don't meet statutory obligations under the Civil Contingencies act.</p> <p>Risk to life if procedures are not followed.</p>	Head of Communities Julie Porter	2	4	8	<p>Emergency Plan, Emergency Planning exercises with other LRF members, Business Continuity plans reviewed annually, Attendance at LRF meetings.</p> <p>Review of partner and internal approaches as a result of lessons learned from other authorities events. Senior staff attend regular multi-agency briefings and training.</p>	<p>Partnership working with Surrey CC to assist with training and exercises. Work plan drafted and agreed in Feb 2023. BC exercise carried out in March 2023 with EMT and July 2023 with Key Officer Forum. The Council is looking to carry out rest centre training to increase the number of staff and volunteers trained and look to carry out a rest centre exercise in 23/24 at a Community Centre in the District.</p>	No
CS5	Failure of Freedom Leisure Contract	<p>Loss of leisure facilities in the district and impact on residents' wellbeing</p> <p>Financial implications as two sites are owned by the Council.</p> <p>Reputational risk if Council seen as unsupportive. Increase in complaints to the Council from residents. Negative impact in Partnership working with Health and Community stakeholders</p>	Head of Communities Julie Porter	3	3	9	<p>A review of the current contract and financial position was carried out by an independent consultant. The findings were presented at the Community Services Committee in June 2023. A bid was submitted via Sports England for the Swimming Pool support fund to assist with the financial pressures due to the increase in energy costs. The Council were successful with this bid.</p>	<p>Energy prices have reduced slightly and cost mitigations have taken place on both sites. Regular monthly meetings continue with Freedom Leisure as well as monthly monitoring submitted to Sports England as part of the Swimming Pool support grant monitoring. Tandridge were successful with funding for both de Stafford and Tandridge Leisure. Funds are to be put towards the cost of utilities. A Leisure/Wellbeing strategy is being looked at to be published later in 2024/25 working with in Partnership with Freedom Leisure and Active Surrey. The Government launched Phase 2 of the Swimming Pool Support fund in September 23. Tandridge were not successful with this application for capital funding</p>	Yes

CS6	Failure to meet statutory requirements under the Anti-social behaviour, Crime and Policing Act 2014. To limit the impact on victims and communities	Risk to life if partners don't report effectively. Reputational if policies and procedures are not followed. Financial cost of legal work to evict tenants if early intervention not taken	Head of Communities Julie Porter	2	4	8	Staff and Members have attended ASB training from the Head of ASB at Surrey Police. A project to review policies and procedures was launched in 2022 and will continue over the next financial year to ensure that the Council has robust procedures and reporting processes to meet statutory requirements	Monthly project highlight reports are presented to EMT on the progress of the project. IT requirements for reporting have been scoped and will be incorporated as part of the digital project.	No
CS7	Safeguarding policies and procedures not in place	Failure to fulfil responsibilities in relation to safeguarding could lead to significant harm or death of a child or vulnerable adult and the potential ensuing legal action and reputational damage for the authority. All employees must be aware of the organisation's responsibilities in relation to safeguarding children and vulnerable adults. This means being able to identify signs of concern and knowing when to share information and to report those. Appropriate response needs to be in place in the event of a Domestic Homicide Review or involvement in a Child Safeguarding Practice Review or a Safeguarding Adults Review.	Head of Communities Julie Porter	2	2	4	Policies and procedures for safeguarding in place and reviewed as appropriate - on-line referral forms in place for single point of access (CSPA) and for multi-agency safeguarding hub (MASH) to track and follow up on concerns raised - all employees undertake awareness training for safeguarding and part of new employees induction and training undertaken annually - Enhanced level safeguarding training undertaken by relevant staff as identified according to their responsibilities - Annual undertaking of S11 audit from Children's safeguarding Board - Participation in audits of adult safeguarding when requested by Surrey County Council - Representation on the Surrey adult safeguarding Board, the Children's Partnership Executive Group and the Surrey wide safeguarding Children's Business Group DBS checks carried out for all new staff Procedures in place for conducting Domestic Homicide reviews	Added to risk register following audit review. Adult Safeguarding Board Self assessment in progress due to be submitted Sept 2023. New Children's Safeguarding S11 audit to begin in January 2024. All cases reported to the council are reviewed at the quarterly Safeguarding leads meeting.	

Risk matrix

Likelihood	Very Likely	4	4	8	12	16
	Likely	3	3	6	9	12
	Possible	2	2	4	6	8
	Unlikely	1	1	2	3	4
		1	2	3	4	
		Low	Medium	High	Very High	
		Impact				

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